

Job Description: Membership & Administration Officer

Position Type: 5 days per week

Reports To: Business & Property Manager

Key Responsibilities

Working closely with the Business & Property Manager, this role is responsible for ensuring smooth daily operations of the organisation's activities.

Membership

- Coordinate communication with members and membership-related activities and events
- Coordinate member surveys, membership drives and member benefits
- Produce reports on membership statistics and activities for management
- Coordinate the member-only writers' groups program, including liaising with group coordinators, organising promotions and events
- In consultation with colleagues, coordinate member events, including First Friday Club, the annual writers' group event and the members' Christmas Party
- Manage book donations, bookshop and library, including journal subscriptions
- Coordinate and manage the distribution and mailout of Newswrite magazine
- Assist in developing of new member benefits and programs and strategies to reach new and diverse communities

Devolved Funding

- Coordinate the Writing NSW grants offered with devolved funding from Create NSW
- Administer the SmartyGrants (SG) system including updating and testing application forms templates and acting as the contact for changes with Create NSW
- Create a grant publicity plan and work with the Communications Officer to maximise promotional opportunities and media lists
- Answer queries from applicants and assist them to lodge via SG
- Run reports and analysis from the SG system, including tracking applications and notifying unsuccessful applicants
- Coordinate assessment process, including inducting assessors, performing eligibility checks, compiling results and taking minutes of assessment meetings
- Liaise with successful applicants, ensuring all required documents are received
- Set up grant payments in Xero
- Coordinate acquittals to ensure all grants are properly acquitted within timeframes

Website/Database Maintenance & Development

- Maintain the member database, ensuring data integrity
- Monitor website functionality and work with Business & Property Manager (BPM) and external contractors to ensure site is working properly

- Assist BPM in identifying and coordinating improvements to the website and database

Venue

- Manage and process hire of the venue by external clients, including following up payments and processing bond refunds
- Respond to venue hire inquiries
- Record and check room set-up requirements
- Update and print weekly and daily venue calendars
- Coordinate cleaning and maintenance of venue

Human Resources

- Assist in selection, supervision and induction of interns
- Publish job advertisements when required and assist with onboarding of new staff
- Participate in regular staff meetings and assist other team members as required

Communications

- Monitor website to ensure it is up to date, revising it and producing new material when required
- Coordinate, edit and write articles promoting the organisation's engagement with members and the broader writing community
- Maintain and expand online information resources related to writers' groups
- Maintain a database of regional contacts and key organisations
- Assist with social media promotion, including live-tweeting sessions at festivals and events

Administration and Finance

- Provide administration support including mail, cash handling, banking, catering and stationery orders.
- Undertake day-to-day financial administration tasks using Xero, including processing electronic payments, merchant settlement reconciliations and invoicing.
- Assist with IT support liaison
- Maintain and collate the organisation's statistics

General

- Provide customer service, responding to face-to-face, phone and electronic inquiries
- Assist customers with their online member accounts
- Take membership orders and bookings for courses, festivals and manuscript assessments
- Assist at festivals and other events as required
- Take minutes in staff meetings
- Perform other duties as required